

City of Whittier Boat Harbor Update

July 31, 2011

- ⇒ Harbor Rebuild, Phase I: the Contractors removed the barge and tug in early July.
- ⇒ For the most part, Mother Nature cooperated during the first month by lightly watering the newly seeded grass about every 3-4 days. The Fire Department helped out during one long dry period and tested the fire hydrants by watering the grass.
- ⇒ Puffin Electric installed 30 new electric meters on A, B, and C floats; they offer each customer either 30 or 50 amp outlets. Numbers have been placed on the new meters for meter-read tracking.
- ⇒ The move from the temporary office in late June during the busy season along with lean staffing and the longer business hours has resulted in falling behind in posting payments to accounts. This delays statement mailings, and we ask for your patience.
- ⇒ To help in the future to process payments in a timely manner, we have received costs for a combination credit card machine and electronic check scanner. While it will increase our cost of doing business, it will also speed up the money getting to the bank benefitting both our customers and our business.
- ⇒ We have 3 parking attendants on board. They take care of maintaining and cleaning the public restrooms; policing and monitoring the Harbor grounds; and, monitoring and providing traffic control at the launch ramps.
- ⇒ The Public Restrooms in the Triangle have continued to be a problem, especially on cruise ship days, since the buses use the Triangle as a rest stop. We have increased our cleaning rounds to the restrooms on the days that a cruise ship is in port.
- ⇒ The Parking attendants also patrol the Head of Passage Canal (HOPC) parking lot providing trash pick-up and restroom cleaning. Signs are being ordered for the new areas.
- ⇒ A replacement drop box has been installed at Smitty's Cove. Harbor Officers patrol Smitty's Cove at unannounced intervals.
- ⇒ This year the Lu Young Children's Fund Invitational fishing trips were held in Whittier. On July 21 and 22, five charter vessels loaded passengers from our new "W" dock for day fishing trips. The boats left each day at 8am and returned about 5pm. This was an excellent opportunity to show the new transient dock.
- ⇒ The two cooperative agreements between the City and ADF&G to fund the launch ramp and the new "W" transient dock outline the priorities of the ramp and dock use. While the use is to be primarily for recreational and sport fishers; we continue to manage the Whittier Boat Harbor according to the restriction placed on the Harbor by Alaska DOT&PF during the transfer from State to the City of Whittier—which is to manage the harbor as a public use facility on a fair and equitable basis.
- ⇒ To accommodate management of the East Launch Ramp of the Harbor facilities, the Harbor Department has implemented an operations schedule change. We have expanded our working hours as follows: Monday through Thursday, 7:00am to 8:00pm; Friday through Sunday, 7:00 am to 9:00 pm. This schedule started on Saturday, July 9, 2011 and has been welcomed by the launch ramp and Harbor facility users.
- ⇒ We have increased vigilance of use of the launch ramps; we encourage commercial fishing vessels to load and off-load their nets from our City Dock facilities or trailer their vessels to load their nets; we urge recreational boaters to be ready to launch and be underway when lining up in the boat-launch lane; and we recommend water-taxis to load and off-load from our Passenger Dock located below the Inn at Whittier.

The longer Harbor operating hours (especially on the busy week-ends):

- **has improved the flow of launch traffic;**
- **has alleviated confusion of “where to park my boat”, and decreased the number of boat moves for Harbor staff the next morning;**
- **has helped to provide needed guidance and informational assistance for our visitors; and,**
- **is helping to provide a more enjoyable Whittier experience.**

⇒ **As a reminder, Shoreside Petroleum Management has asked that the fuel float not be used for overnight moorage, loading, or off-loading of passengers. Their concerns are customer service for fueling, and for safety.**

Thank you,

**Sue Miller
Harbormaster**